# *"COTS"* IMPLEMENTATION

C4 & Intelligence Programs Directorate
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# PROJECT OBJECTIVES

## WORLD-CLASS PROVIDER OF SERVICES FOR DOD BY:

- STREAMLINING INTERNAL PROCESSES

- ADOPTING *BEST COMMERCIAL PRACTICES* WHEREVER POSSIBLE

- INTEGRATING CUSTOMER ORDERS, INVENTORY, AND BILLING PROCESSES AND INFORMATION

- TERMINATING WWOLS-R, GETTING OFF AUTODIN

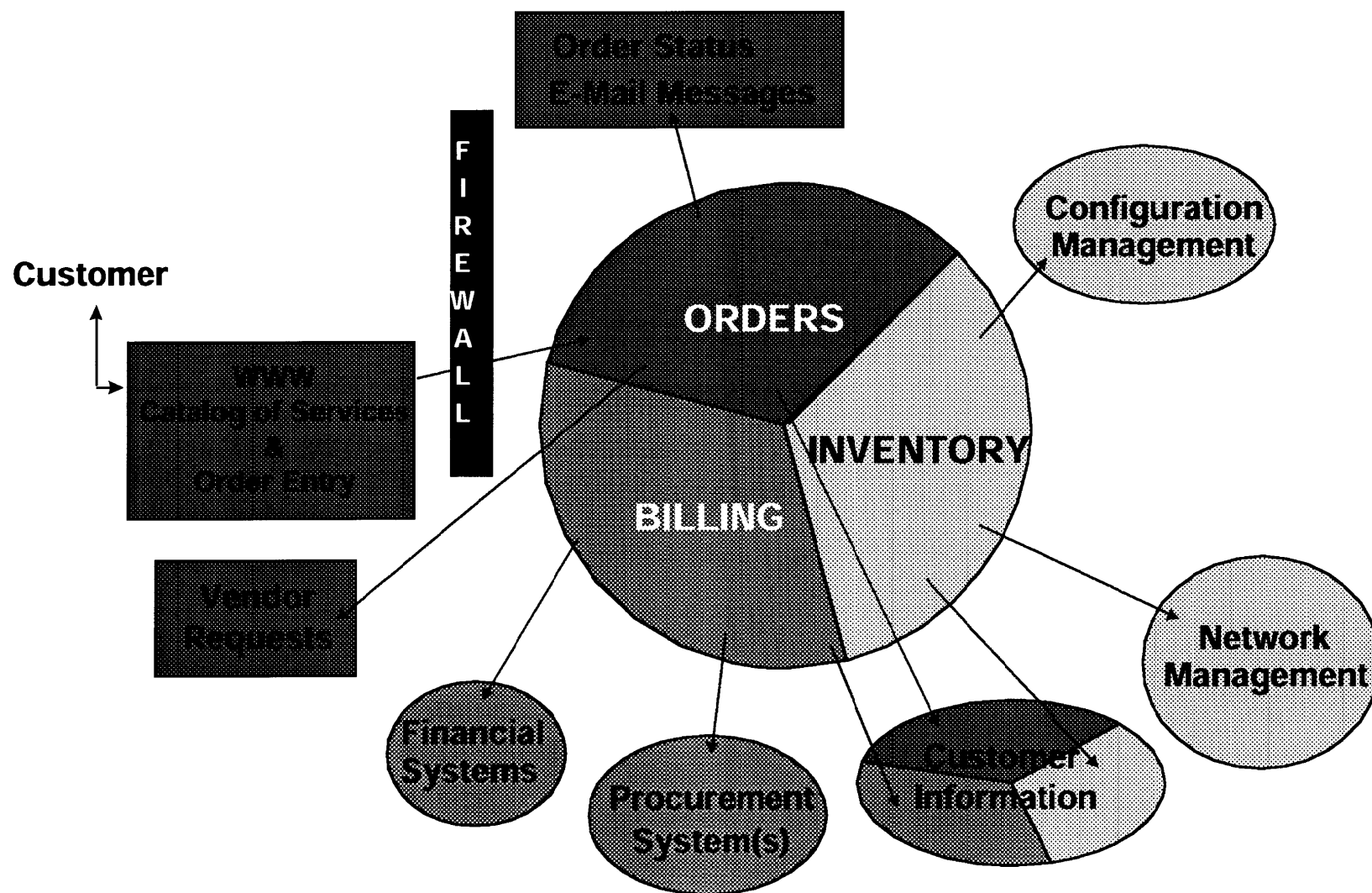- CONSOLIDATING LEGACY SYSTEMS INTO *MONIES* AND *INMS*

# CURRENT ENVIRONMENT

# WHY A "COTS SOLUTION?

- Potential to Significantly Reduce Service Time to Customers
- Proven Industry Methodology
- Used by Major Telecommunication Customers
- Fastest Functional Improvement
- Standard Industry Interfaces
- Lowest Life-Cycle Cost

# INTEGRATED ENVIRONMENT
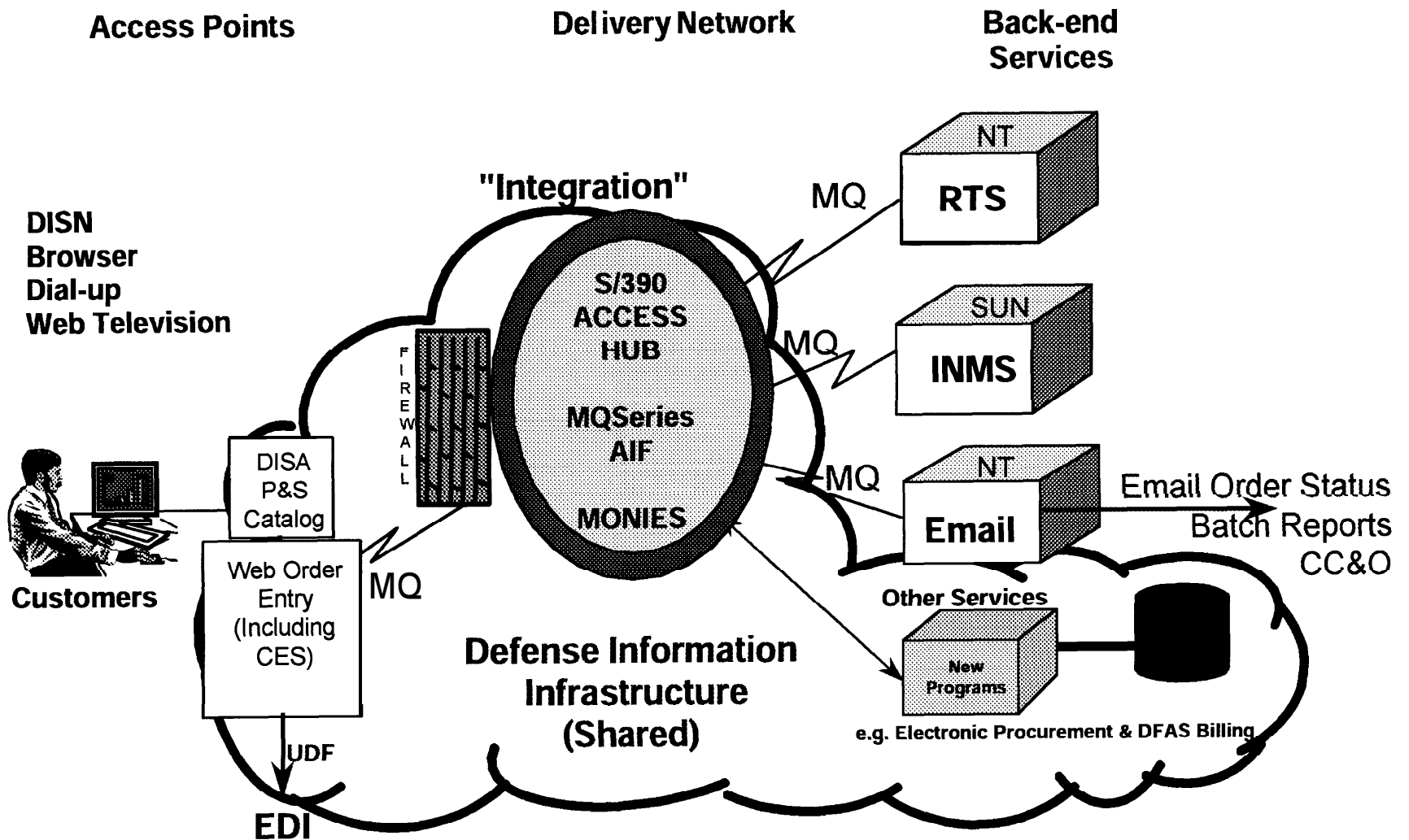
# TARGET ARCHITECTURE

**Access Points**

**Delivery Network**

**Back-end Services**

**DISN**
**Browser**
**Dial-up**
**Web Television**

**Customers**

DISA
P&S
Catalog

Web Order
Entry
(Including
CES)

MQ

UDF

EDI

F
I
R
E
W
A
L
L

"Integration"

**S/390
ACCESS
HUB**

**MQSeries
AIF**

**MONIES**

**Defense Information
Infrastructure
(Shared)**

MQ

MQ

MQ

NT

**RTS**

SUN

**INMS**

NT

**Email**

**Other Services**

New
Programs

e.g. Electronic Procurement & DFAS Billing

Email Order Status
Batch Reports
CC&O

# THE GOOD NEWS AND THE BAD NEWS

- Industry's Best Streamlined Business Processes Can Be Implemented Very Quickly

- Transition of Legacy Data and Termination of Legacy Systems Can Begin Almost Immediately

# STREAMLINED BUSINESS PROCESSES

- Must Have Discipline to Accept the 90% Solution

- Must Document & Promulgate New Policies and Procedures Up-Front

- Must Convince Personnel to Abandon "Old Ways" in Favor of New Processes

# TRANSITION OF LEGACY DATA TERMINATION OF LEGACY SYSTEMS

- ◆ Must Have Buy-In From Legacy System Owners

- ◆ Must Retrain "Legacy" Personnel in New Technology/Software

- ◆ Must Resist Requirements to Maintain Interfaces to Legacy Environment

- ◆ Must Understand Data Relationships to Optimize Conversion and Storage

# SUMMARY

## COTS IMPLEMENTATION WILL SUCCEED IF YOU:

- Have Unwavering and Visible Support from Top Management

- Include Progressive Thinkers from Functional Areas and Legacy Environments

- Establish and Enforce Strong Configuration Management From the Beginning

- Manage Expectations Throughout